

# IT Service Ticket Analysis

97498

Total Ticket Count

4.10

Avg Rating

Normal

Most Common Severity

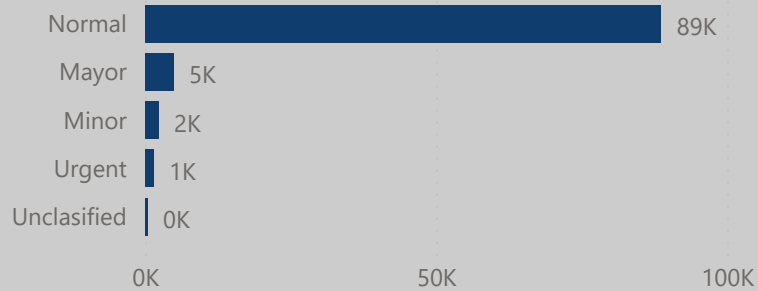
High

Max Common Priority

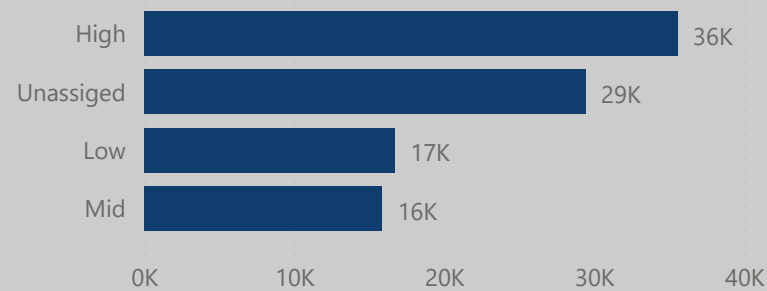
82.01%

% of Satisfaction Rate

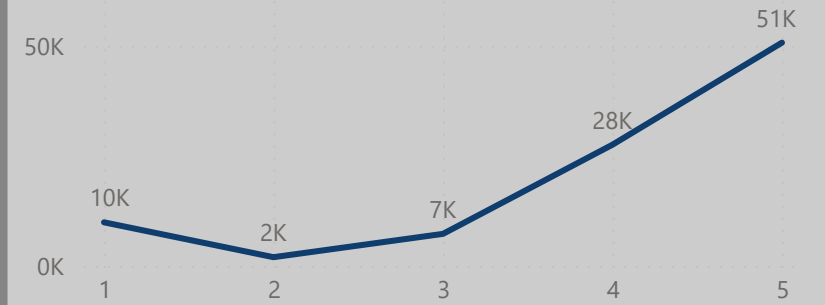
Count Agents by Severity



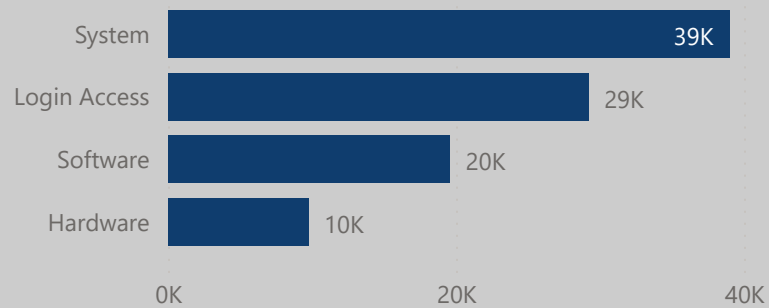
Count Agents by Priority



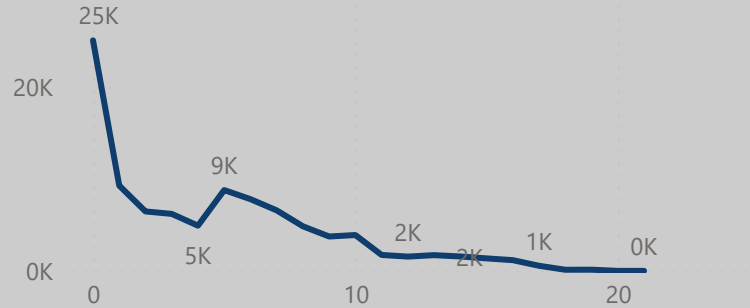
Count of Ticket by Satisfaction Rate



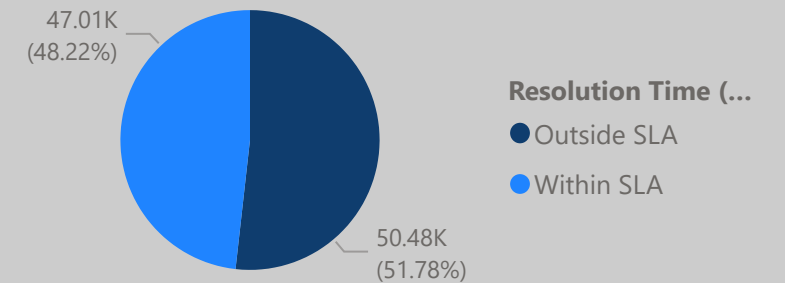
Count of Ticket by Request Category



Count of Ticket by Resolution Time (Days)

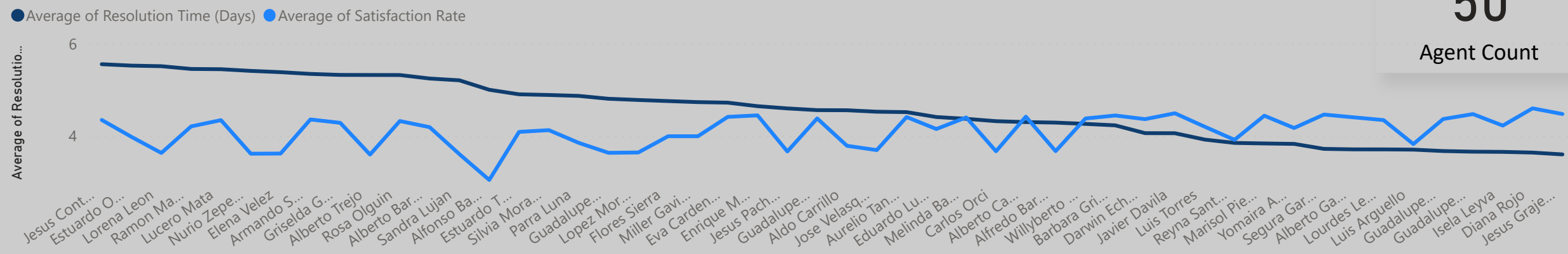


Resolution Time (SLA)



# IT Service Agents Analysis

## Comparing Resolution Time and Satisfaction Rate Trends



## Age-wise Analysis: Resolution Time, Satisfaction Rate, and Ticket Count

